

**In the claims:**

The claims standing for examination are reproduced below. There are no amendments to the claims or specification in the present response. Status is indicated.

19. (Previously Amended) An object-oriented programming tool enabled for constructing an Interactive Process Module (IPM) adapted for interaction with modules of an operating system (OS) for accessing and providing data in a multimedia call center (MMCC), comprising:

- a graphical interface comprising an input facility adapted for defining a task, definition including a task identifier, a task description comprising activities performable automatically by the operating system, and prerequisite relationship to any other tasks;

- a set of one or more inputs definable by the programmer; and
- one or more outputs;

- wherein, a plurality of code sets operate in the IPM, each adapted to completion of a specific task in the overall process, and entry of tasks with parameters by a programmer sequentially builds a process comprising multiple tasks to be performed in a requisite order dictated by the prerequisite relationship and when complete, the IPM represents and conducts the process.

20. (Original) The programming tool of claim 19 wherein the result of a programmed IPM is a GANT chart.